

What is claimed is:

1 1. An enhanced telephony services management system for controlling
2 communications between a subscriber location and a head end in a broadband
3 communication system, the subscriber location including a local database, a display
4 device and an interface device for interacting with the display device and the head end
5 including a network mail server and at least one remote network database, the system
6 comprising
7 a plurality of user modules for interacting with the subscriber local database,
8 display device and interface device to initiate and control the presentation and delivery of
9 enhanced telephony services to the subscriber; and
10 a plurality of network modules for interacting with the network
11 mail service and the broadband communication network.

1 2. An enhanced telephony services management system as defined in claim 1
2 wherein the plurality of user modules comprises
3 a menu generation module for creating selected enhanced telephony services
4 menus in response to commands from a substrate;
5 a selection handler module, responsive to commands from the interface device, to
6 control the selection of options listed with selected menus and pull-down menus; and
7 a message display module for creating menu displays in response to the menu
8 generation module and communicating the created displays to the subscriber display
9 device.

1 3. An enhanced telephony services management system as defined in claim 2
2 wherein the plurality of user modules further comprises a directory access module for
3 controlling a subscriber's access to a personal telephone listing directory maintained
4 within the local database.

1 4. An enhanced telephony services management system as defined in claim 3
2 wherein the directory access module further permits access to network-based telephone
3 directories.

1 6. An enhanced telephony services management system as defined in claim 4
2 wherein the network-based telephony directories include yellow pages listings.

1 8. An enhanced telephony services management system as defined in claim 7
2 wherein the plurality of network modules further comprises an event notifier for
3 providing real time incoming message information to the user display device.

1 **10.** An enhanced telephony services management system as defined in claim 8
2 wherein the plurality of network modules further comprises a call-back module, coupled
3 to the broadcast communications network for initiating a return call in response to a
4 received message.

1 **11.** An enhanced telephony services management system as defined in claim 7
2 wherein the retrieved mail includes voice mail messages.

1 **19.** The method as defined in claim 18 wherein the method further comprises the
2 step of:

3 d) displaying a log of received messages, wherein the log of received messages
4 corresponds to the particular user.

1 20. The method as defined in claim 18 wherein the graphical user interface is a
2 television monitor.

1 21. The method as defined in claim 18 wherein the method further comprises the
2 step of:

3 d) receiving, in the telephony services managing system, a call-back command
4 from the particular user to initiate a return telephone call to a selected number associated
5 with a received message.

1 22. The method as defined in claim 18 wherein the received messages are voice
2 mail messages.

1 23. The method as defined in claim 18 wherein the received messages are e-mail
2 messages.

1 24. The method as defined in claim 18 wherein the received messages are fax
2 messages.

1 25. The method as defined in claim 18 wherein the received messages are video
2 e-mail messages.

1 26. In an enhanced telephony management system, a method for managing
2 personal telephone directories in a multi-user environment, the method comprising the
3 steps of:

4 a) displaying, on a graphical user interface, a menu of various users within the
5 multi-user environment;

6 b) receiving, in the telephony management system, a menu selection
7 corresponding to a particular user chosen from the various users displayed in step a);

8 c) allowing access to a personal telephone directory associated with the particular
9 user.

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1 27. The method of claim 26 wherein the telephony directory is a locally-stored
2 database of names and associated telephone numbers.

28. The method of claim 26 wherein in performing step c), the particular user is
provided access to a network-based white pages directory.

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1 29. The method of claim 26 wherein in performing step c), the particular user is
2 provided access to a network-based yellow pages directory.

1 30. The method of claim 27 wherein the method further comprises the step of:
2 d) updating the locally-stored database with information from a white pages
3 listing, a yellow pages listing, or an incoming call.

1 31. The method as defined in claim 26 wherein the graphical user display is a
2 television monitor.

1 32. In an enhanced telephony services managing system, a method for displaying
2 call logs on a display device in a multi-user environment, the method comprising the
3 steps of:

4 a) displaying, on the display device, a menu of various users within the multi-user
5 environment;

6 b) receiving, in the telephony services managing system, a menu selection
7 corresponding to a particular user chosen from the various users displayed in step a); and

8 c) displaying, on the display device, a call log associated with the particular user.

1 33. The method as defined in claim 32 wherein in performing step c), the
2 particular user is capable of selecting between a call log of outgoing telephone calls and a
3 call log of incoming telephone calls.

1 **34.** The method as defined in claim 32 wherein the method further comprises the
2 step of:

3 d) initiating a return telephone call to a selected listing within the call log.

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1 **35.** The method as defined in claim 32 wherein the method further comprises the
2 step of:

3 d) adding a selected call log entry to the particular user's personal telephone
4 directory.

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